

GO Quick Guide



Accessing GO With an RSA Hard Token

The Global OpenNet (GO) system can be accessed with an RSA Hard Token passcode. Once properly set up, users will utilize 1) their OpenNet Username and Password and 2) a PIN plus an RSA Token passcode to access the GO system using their desktop or laptop computer.

Global OpenNet (GO) users must provide the following information to access the system:

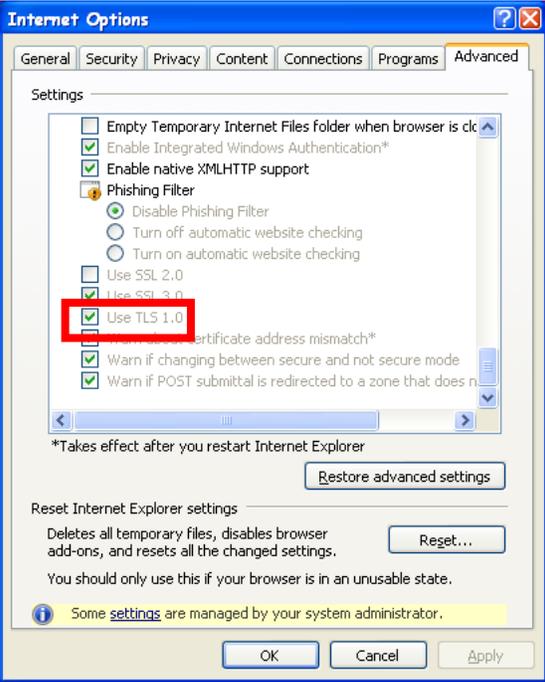
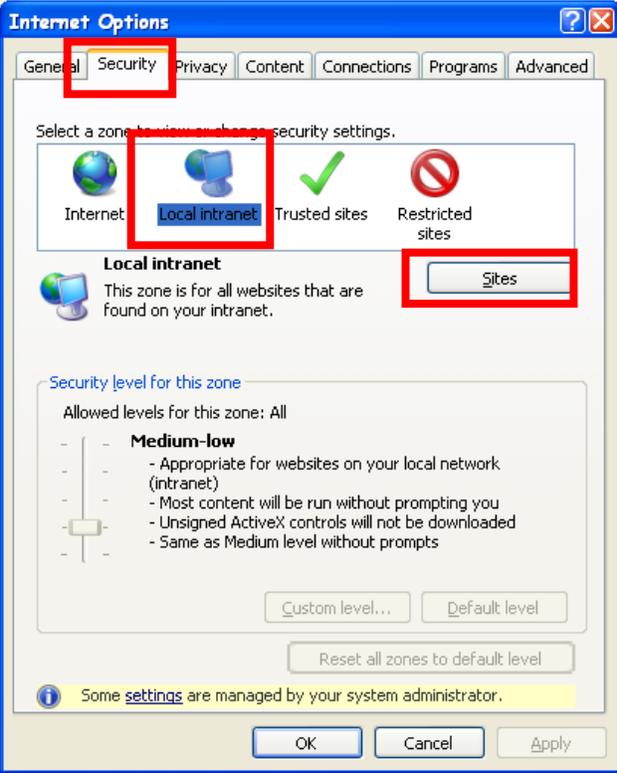
1. OpenNet Username
2. OpenNet Password
3. RSA or Fob passcode

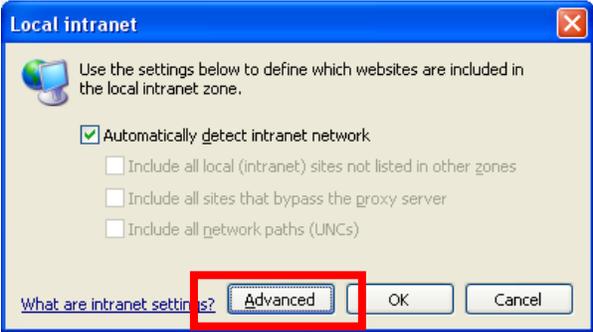
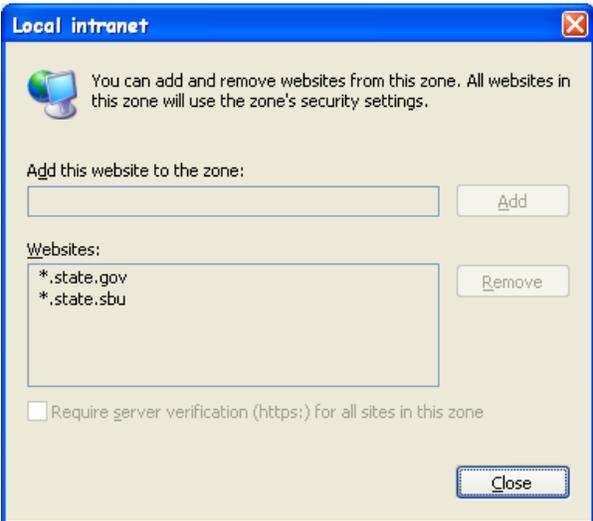
Before logging into the GO system, it is necessary to follow this preliminary system setup procedure and compatibility check. Please go through these initial steps before performing any of the procedures that follow later in this document.

NOTE: Although this “Quick Guide – Accessing GO with an RSA Hard Token” provides information for all GO users, for complete instructions on using a Mac system to access GO, click on the following link: “[GO User Guide for Mac](#)”.

1.1. GO System Access and Setup

Steps	Screen
<p>1. Access the GO System by opening your browser and entering http://go.state.gov. On the GO Home Page, in the menu on the left side of the page, select “Required System Setup”; which will bring up the information shown on the right side of the screen shown here.</p> <p><i>NOTE: For complete instructions on using a Mac system to access GO, click on the following link: “GO User Guide for Mac”.</i></p>	

Steps	Screen
<p>2. Ensure TLS v1.0 is enabled in your browser. To do this, in Internet Explorer navigate to "Tools" > "Internet Options", and then select the "Advanced Tab", and check mark "Use TLS v1.0" if it is not already check marked, as shown in the screen to the right. Click on the "Apply" button.</p> <p><i>All screens are from Windows Internet Explorer. If you are using Mozilla Firefox, Google Chrome, or another web browser, equivalent "Internet Options" screens with equivalent "Advanced" settings can be displayed.</i></p>	 <p>The screenshot shows the 'Internet Options' dialog box with the 'Advanced' tab selected. In the 'Settings' section, the 'Use TLS 1.0' checkbox is checked and highlighted with a red box. Other settings like 'Use SSL 2.0' and 'Use SSL 3.0' are unchecked. The 'Apply' button is visible at the bottom right.</p>
<p>3. Next, in the same "Internet Options" window, click on the "Security" Tab, and in the "Select a zone..." field near the top, click on the "Local Intranet" icon, and then click on the "Sites" button.</p>	 <p>The screenshot shows the 'Internet Options' dialog box with the 'Security' tab selected. The 'Local intranet' zone is selected in the 'Select a zone...' section, highlighted with a red box. The 'Sites' button is also highlighted with a red box. The 'Security level for this zone' is set to 'Medium-low'. The 'Apply' button is visible at the bottom right.</p>

Steps	Screen
<p>4. Next click on the “Advanced” button.</p>	 <p>The screenshot shows the 'Local intranet' dialog box with the following options:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Automatically detect intranet network <input type="checkbox"/> Include all local (intranet) sites not listed in other zones <input type="checkbox"/> Include all sites that bypass the proxy server <input type="checkbox"/> Include all network paths (UNCs) <p>The 'Advanced' button is highlighted with a red rectangle.</p>
<p>5. When the “Local Intranet” screen displays, in the “Add this website to the zone:” field, type “*.state.gov” and “*.state.sbu” and click the “Add” button for each address. Then select “Close”. Click on “OK” and then “OK” again, to exit Internet Options.</p>	 <p>The screenshot shows the 'Local intranet' dialog box with the following fields and buttons:</p> <ul style="list-style-type: none"> “Add this website to the zone:” field with an “Add” button. “Websites:” list containing “*.state.gov” and “*.state.sbu” with a “Remove” button. “Require server verification (https:) for all sites in this zone” checkbox. “Close” button.

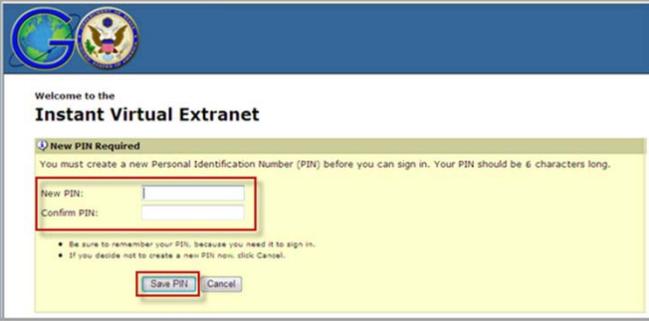
Steps	Screen
<p>6. Return to the “Required System Setup” screen, and under the correct column, either Windows or MAC, click on the “Java” (Windows only) and “Citrix” (Windows and Mac) items to install them in your system. Follow the on screen setup instructions when installing Java and Citrix:</p> <ul style="list-style-type: none"> • Install Java (www.java.com/en/download/manual.jsp) • Install Citrix Plug-In <p><i>NOTE to MAC users: to make sure that pop-up windows are allowed, display the “Safari” menu in the browser and uncheck “Block Pop-Up Windows”. For detailed Mac instructions, see “GO User Guide for Mac”.</i></p> <p><i>NOTE: Wait to install “Printing Software” until after you have successfully logged in.</i></p>	 <p>The screenshot shows the 'System Setup and Compatibility' page for the U.S. Department of State Global OpenNet. It lists requirements for the system, including enabling TLS v1.0 and allowing pop-ups from *.state.gov. It provides installation links for Windows and MAC, with 'Install Java' and 'Install Citrix Plug-In' highlighted in red boxes.</p>

1.2. Log In With an RSA Hard Token



Perform the steps below to initially create your PIN using your RSA Hard Token, and to then login to the GO system using your PIN plus the RSA Hard Token passcode.

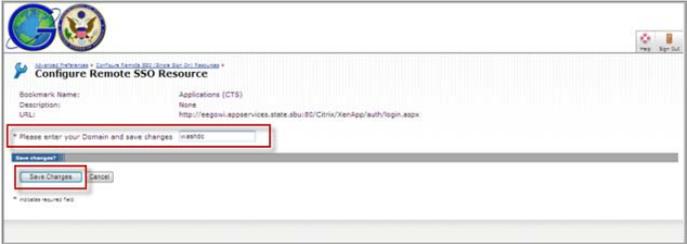
Steps	Screen
<p>1. Select the RSA icon corresponding to your Windows or Mac Operating System.</p> <p><i>NOTE: For instructions on using a Mac system to access GO, click on the following link: “GO User Guide for Mac”.</i></p>	
<p>2. Enter your OpenNet Username and Password.</p>	
<p>3. Look at your RSA Hard Token. It automatically generates a one-time 6-digit numeric passcode. This token passcode is automatically regenerated every 60 seconds.</p>	

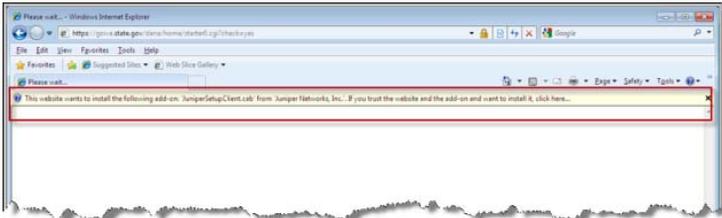
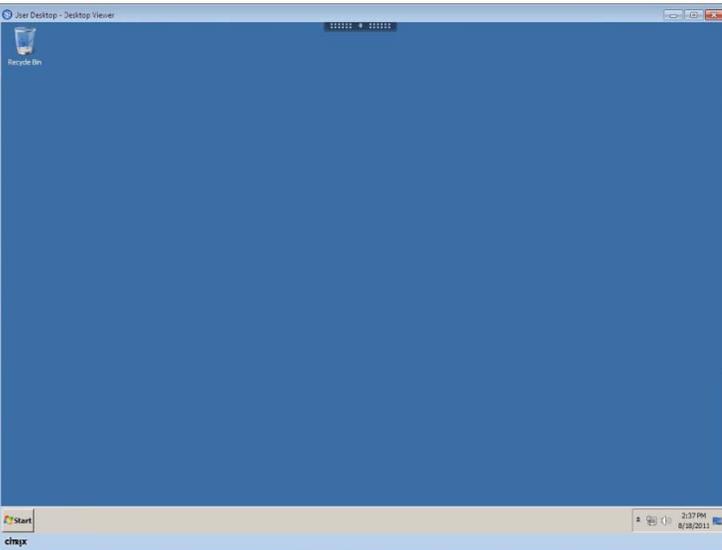
Steps	Screen
<p>4. Enter this token passcode only into the “PIN + Token Code field and select Sign In.</p> <p>NOTE: Entering your token passcode without a PIN is valid initially to create your PIN. Once your PIN is created and for all subsequent logons, you will need to enter the PIN + token passcode, as documented in Step 7 below.</p>	 <p>User Name: Jane Doe</p> <p>OpenNet Password: *****</p> <p>PIN + Token Code: *****</p>
<p>5. You will be prompted to create a new 6 digit PIN. Enter it twice and select Save PIN.</p>	 <p>Welcome to the Instant Virtual Extranet</p> <p>New PIN Required</p> <p>You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 6 characters long.</p> <p>New PIN: [input field]</p> <p>Confirm PIN: [input field]</p> <p>• Be sure to remember your PIN, because you need it to sign in. • If you decide not to create a new PIN now, click Cancel.</p> <p>Save PIN Cancel</p>
<p>6. Enter your OpenNet Username and Password and in the PIN + Token Code field, enter the PIN you just created and the one-time passcode and select Sign In.</p> <p>Example: If your PIN is 123456 and the passcode displayed is 123456 then you would enter 123456123456 in the PIN + Token Code field.</p> <p><i>NOTE: To continue logging in to GO, please continue with Section 1.3, Step 5 below.</i></p>	 <p>User Name: Jane Doe</p> <p>OpenNet Password: *****</p> <p>PIN + Token Code: *****</p>

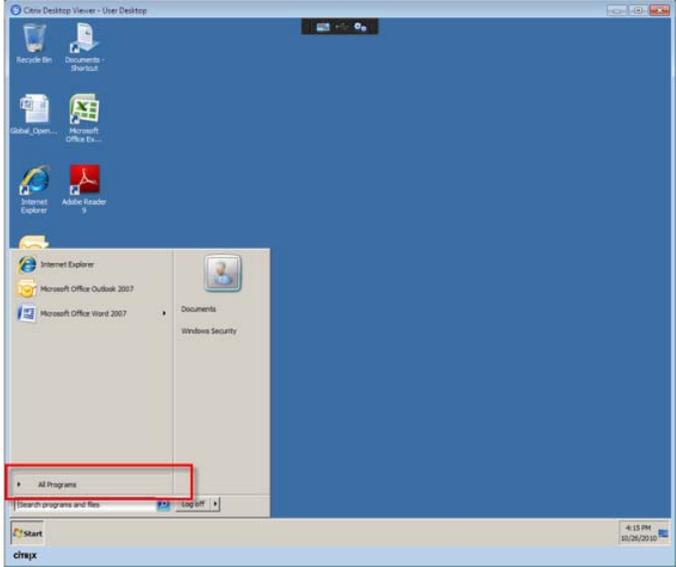
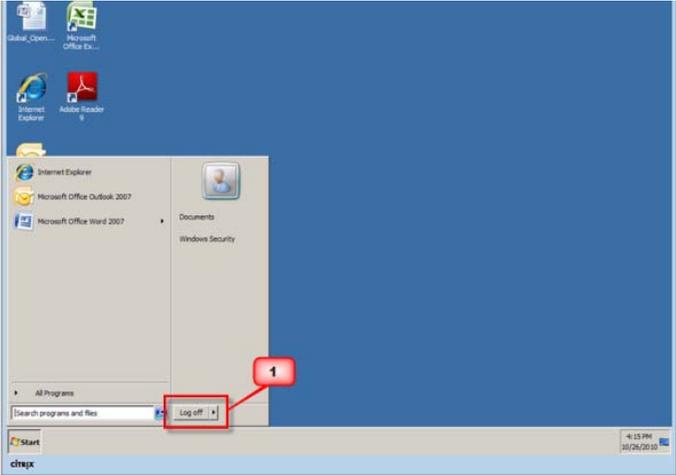
1.3. Completing Access to GO with Your RSA Hard Token

To complete access with your RSA Hard Token, you must login with the appropriate PIN and Token passcode. Perform the steps below to access to the GO System.

Steps	Screen
<p>1. Access the GO System by opening your browser and entering http://go.state.gov.</p>	
<p>2. Read and accept the system authorization and consent notice by selecting I agree.</p>	
<p>3. Once you click on the “I agree” button, the “System Login and Information” screen appears, as shown on the right. Select the appropriate icon corresponding to platform of your RSA Soft Token.</p>	

Steps	Screen
<p>4. Enter your OpenNet Username, Password, and the appropriate pin plus passcode, and then click “Sign In”.</p> <p>NOTE: For RSA Soft Token: Enter a numeric, 6-digit PIN + a numeric 8-digit RSA Soft Token passcode (as shown on the right).</p>	 <p>User Name: Jane Doe OpenNet Password: ***** PIN + Token Code: *****</p> <p>User Name: Jane Doe OpenNet Password: ***** PIN + Token Code: *****</p>
<p>5. When first accessing the GO System, users are prompted to enter their Active Directory (AD) domain. This action must only be performed once.</p> <p>Enter your Active Directory Domain and select Save Changes.</p>	
<p>6. You will now see the GO System Desktop Launch Screen. Select User Desktop to launch a remote desktop session.</p>	

Steps	Screen
<p>7. Also when first accessing the GO System, users are prompted to install the “Juniper SetupClient.cab” add-on. This action must only be performed once. Next, click "Always" if prompted to complete the installation.</p>	 <p>The screenshot shows a Windows Internet Explorer browser window. The address bar displays a URL starting with 'https://go-system.com'. A yellow security warning bar is visible at the top of the page content, stating: 'This website wants to install the following add-on: JuniperSetupClient.cab from Juniper Networks, Inc... If you trust the website and the add-on and want to install it, click here...'. The browser interface includes the address bar, menu bar (File, Edit, View, Favorites, Tools, Help), and a toolbar with icons for Back, Forward, Stop, Refresh, Home, Print, and Help.</p>
<p>8. The User Desktop will now launch (the first time may take up to 5 minutes – be patient!); thereafter the Desktop may take up to 30 seconds to display, depending upon your connection). You may now access applications either from the Start menu or from the User Desktop itself.</p> <p><i>NOTE: The initial GO desktop will display with only the Recycle Bin. You may customize by adding application icons and changing some of your desktop settings as you would your Windows desktop.</i></p>	 <p>The screenshot shows a Windows desktop environment titled 'User Desktop - Desktop Viewer'. The desktop background is a solid blue color. A single icon, 'Recycle Bin', is visible in the top-left corner. The taskbar at the bottom is light blue and contains the 'Start' button on the left and the system tray on the right, which shows the time as 2:37 PM and the date as 8/30/2011. The user's name 'chjpx' is visible in the bottom-left corner of the taskbar.</p>

Steps	Screen
<p>9. Your desktop operates in the same way as your OpenNet desktop. Select the Start menu to display all available applications.</p>	
<p><i>NOTE:</i> It is very important to Log Off properly after using the GO system. Always “Log Off” using <i>both</i> Step 10 and Step 11.</p> <p>10. First, to log out of the User Desktop, you <i>must</i> use the following method:</p> <ol style="list-style-type: none"> 1. Click on the Log off button in the Start menu (lower left). 	

Steps	Screen
<p>11. Second, to end your remote session, click on the “Log Off” button on the upper right, as shown in the figure on the right.</p> <div data-bbox="207 516 639 793" style="border: 2px solid red; padding: 10px; text-align: center;"><p>Always use the “Log Off” button to terminate a session.</p></div>	

1.4. Mapping a Network Drive

Your H (Home Directory) network drive should already be available. However, if after following steps 1 and 2 below to check mapped drives, the additional drives you need do not appear, proceed with mapping. You will need the **correct network drive path**. When asked to select a drive letter, you can select any **available letter** from **I thru Z**.

IMPORTANT: Before you attempt to “map” to a network drive, you will need the correct drive path, which you can obtain while logged on to your office OpenNet computer. To do so, right click on “My Computer” and then click on “Explore”—the Network Drives will be listed on the right, with the path included:

Example: If the path shown is:

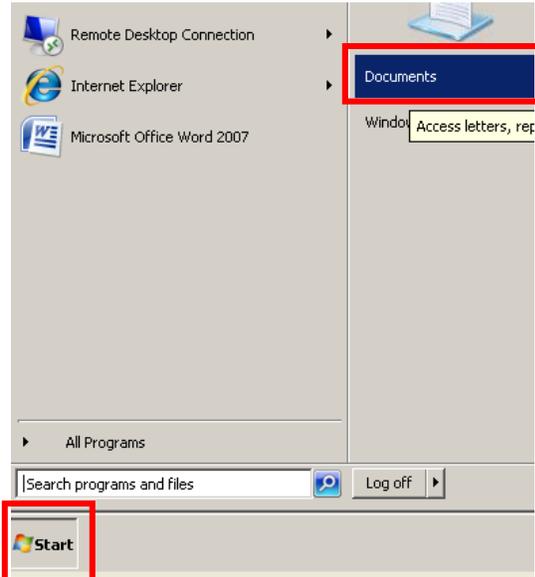
POL on 'dosintus.domain.state.sbu\tappublic\$\Officeshare\$' (P:)

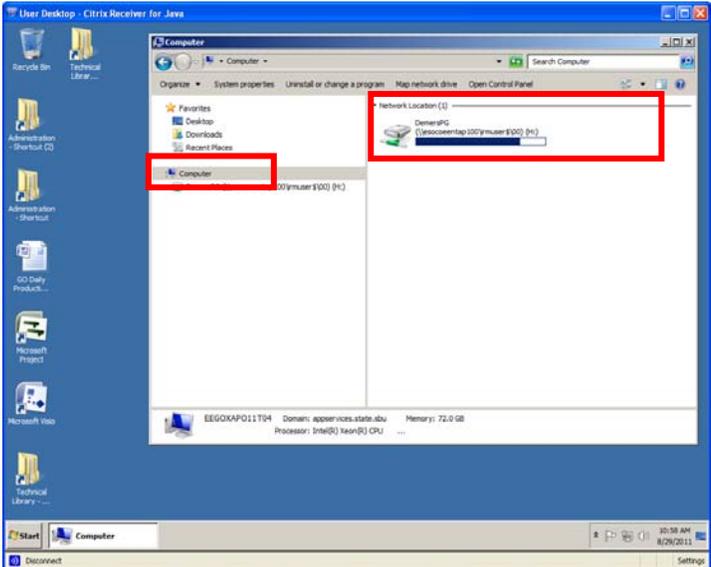
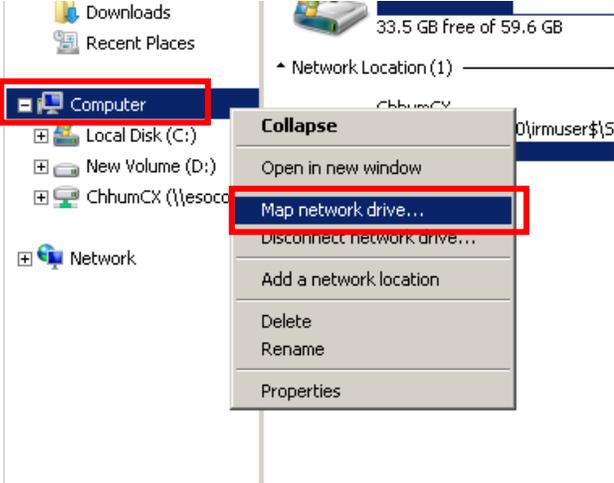
The network drive path you would type to map your network drive in GO is:

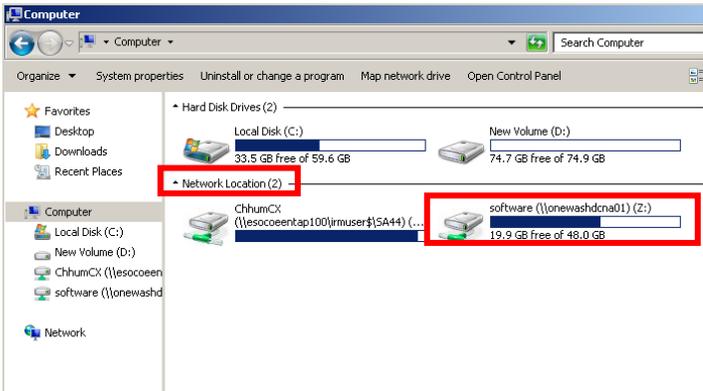
[\\dosintus.domain.state.sbu\tappublic\\$\Officeshare\\$\POL](#)

SUGGESTION: Once you know the network drive path(s) to your additional office share(s) etc., you can **email yourself** your drive path/network share path, and when opening the email up in GO, you will have the drive path available to copy/paste when mapping your network drive while in GO. Otherwise, if you are not sure what drive path to use, please obtain the correct path from your local IRM systems staff or local system administrator, prior to attempting to map to additional network drives.

NOTE: Drive letters A – H are reserved for system mapping and should not be used.

Steps	Screen
1. From your GO published desktop, click on “ Start ”, and then click on “ Documents .”	 A screenshot of a Windows Start menu. The Start button is highlighted with a red box. The 'Documents' folder is also highlighted with a red box. The Start menu is open, showing a search bar and a 'Log off' button. The background shows a desktop with icons for Remote Desktop Connection, Internet Explorer, and Microsoft Office Word 2007.

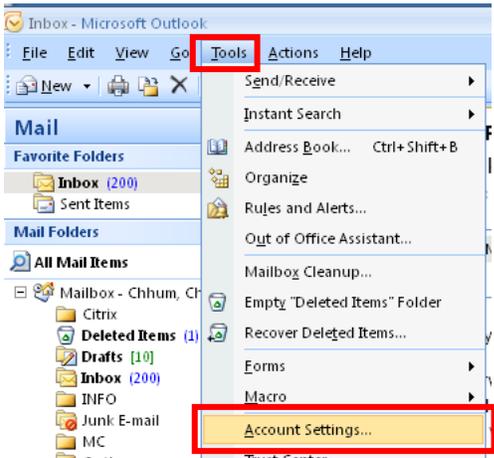
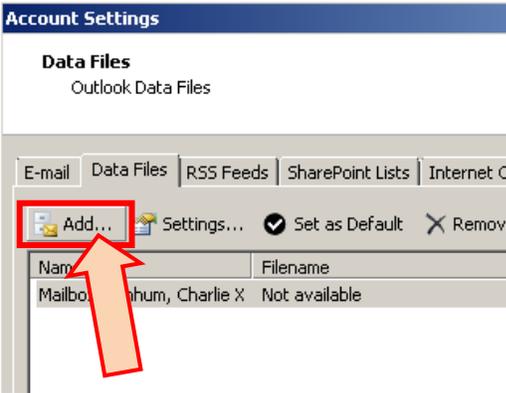
Steps	Screen
<p>2. When the screen shown to the right displays, click on “Computer”, and a list of mapped drives will display on the right side under “Network Location”. Check to be sure the drive you require is not already mapped.</p>	
<p>3. Next, right click on “Computer” and click on “Map network drive.”</p>	

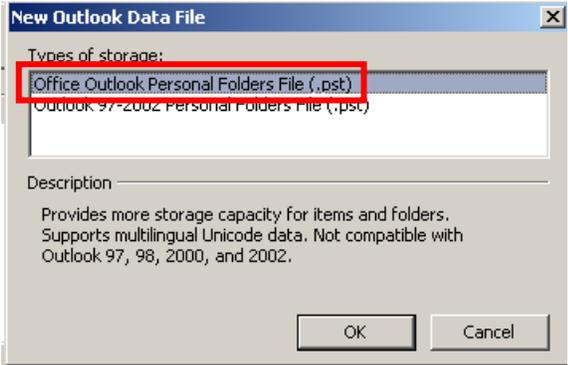
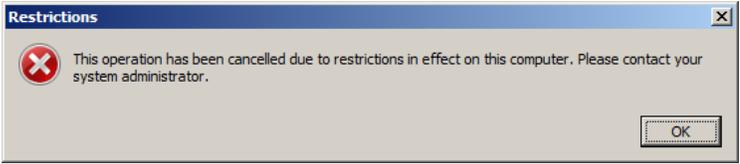
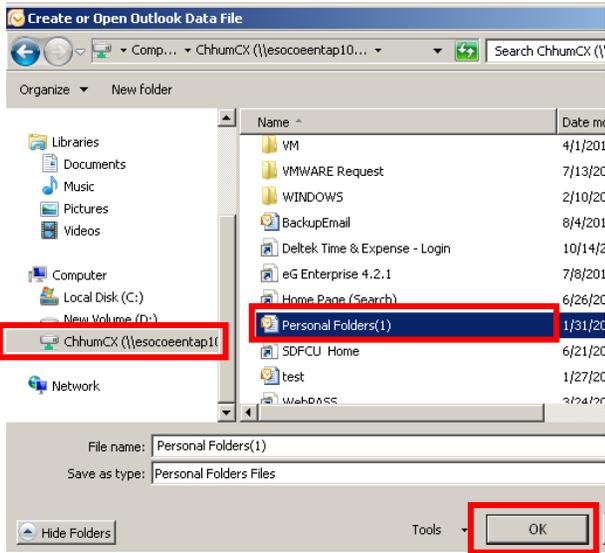
Steps	Screen
<p>4. GO should automatically map users to their Network Drive/ folder that they use at work. However, if your personal H: drive is not available, or you wish to connect to additional folders for common Office Files etc., follow these steps:</p> <ul style="list-style-type: none"> • Select a drive letter that has not been used. (Drive letters A – H are reserved for system mapping and should not be used when mapping additional drives.) • Type in the network path to the drive on the Folder field (the path in the screen on the right, ‘dosintus.do-main.state.sbu\tappublic\$\Officshare’, is only an example). • Check the “Reconnect at logon” box if you want this drive to automatically map every time you are logged into GO. • Then click Finish. 	
<p>5. Your mapped network drive should now appear under the “Network location.”</p>	

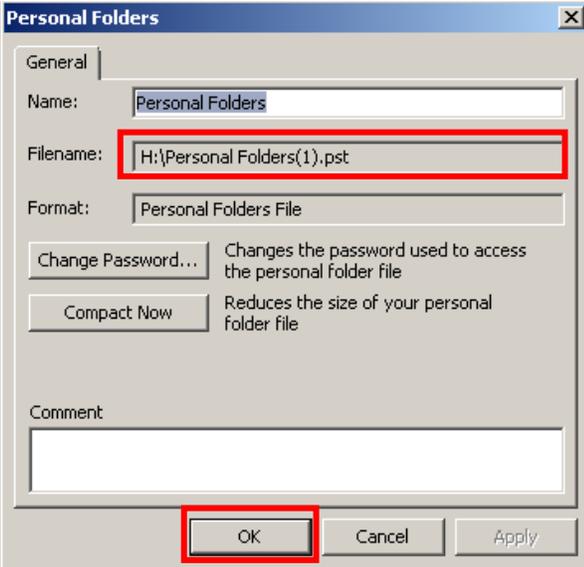
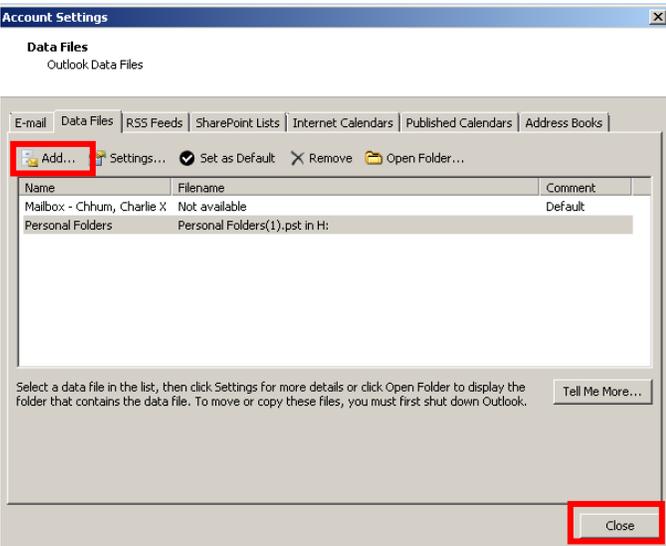
1.5. Connecting to a PST File

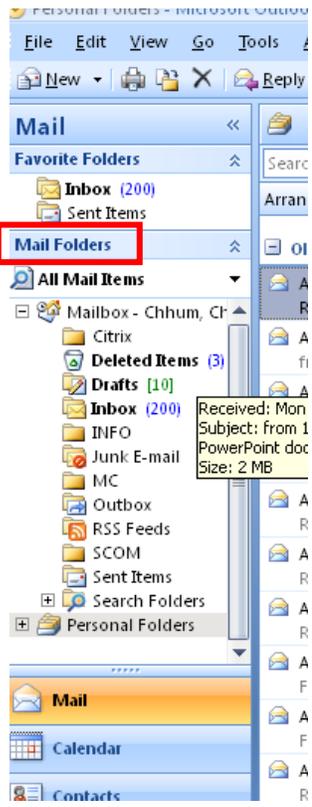
In order to connect to a PST file, which is a Personal Folder file (.pst) in Outlook, you should have available the **path** to your **Network folder** *and* the **location** of your **PST files**. The path to your Network folder may be needed if it was not automatically mapped when accessing GO.

Important: Refer to section “1.4 Mapping a Network Drive” above for information on obtaining the drive path/network folder path required by using your office Desktop computer. Otherwise contact your system administrator.

Steps	Screen				
<ol style="list-style-type: none"> From your GO Desktop launch Microsoft Outlook. Click on “Tools” then scroll down and click on “Account Settings...” 	 <p>The screenshot shows the Microsoft Outlook interface. The 'Tools' menu is open, and 'Account Settings...' is highlighted at the bottom of the menu. The left sidebar shows the 'Mail' folder structure, including 'Inbox (200)', 'Sent Items', and 'All Mail Items'.</p>				
<ol style="list-style-type: none"> From the “Account Settings” dialog box, click on the “Data Files” tab and click on “Add...” 	 <p>The screenshot shows the 'Account Settings' dialog box with the 'Data Files' tab selected. The 'Add...' button is highlighted with a red box and a red arrow pointing to it. The dialog box also shows a table of existing data files.</p> <table border="1" data-bbox="836 1375 1318 1428"> <thead> <tr> <th>Name</th> <th>Filename</th> </tr> </thead> <tbody> <tr> <td>Mailbox - Chhum, Charlie X</td> <td>Not available</td> </tr> </tbody> </table>	Name	Filename	Mailbox - Chhum, Charlie X	Not available
Name	Filename				
Mailbox - Chhum, Charlie X	Not available				

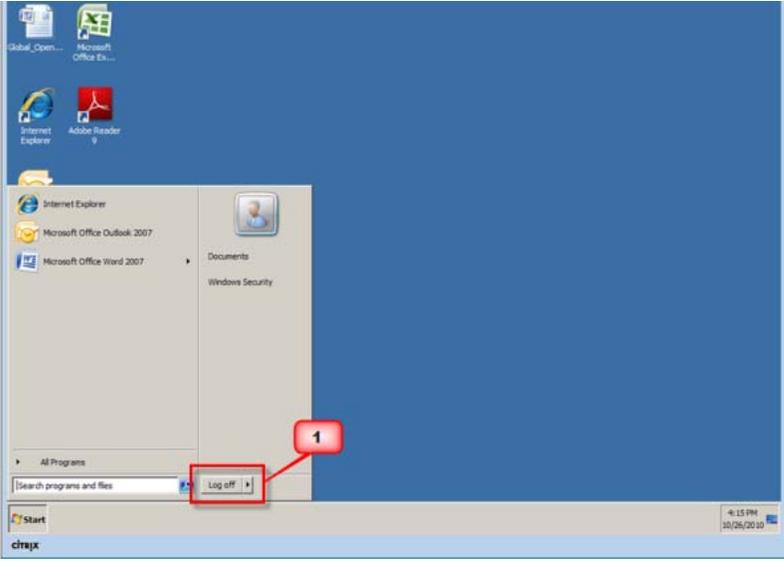
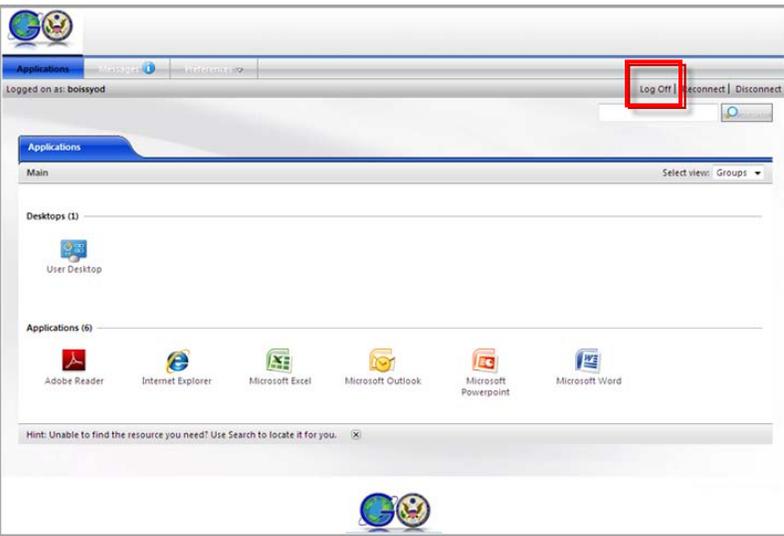
Steps	Screen
<p>4. Highlight the “Office Outlook Personal Folders Files (.pst)” and click “OK” to continue.</p>	
<p>5. A “Restrictions” warning box may appear at this point. Ignore this warning and just click OK.</p>	
<p>6. To select an existing PST file from your home drive, scroll down and select your mapped home drive on the left side of the panel. Once your drive is selected, you can see all of your files on the right side of the panel. Highlight and select your PST file and click “OK.”</p>	

Steps	Screen
<p>7. Click “OK” again to accept this PST file. And finally, click “Close” to exit.</p>	 <p>The screenshot shows the 'Personal Folders' dialog box with the 'General' tab selected. The 'Name' field is 'Personal Folders', the 'Filename' field is 'H:\Personal Folders(1).pst', and the 'Format' is 'Personal Folders File'. The 'OK' button is highlighted with a red box.</p>
<p>8. Click “Add” again if you want to add an additional PST file, or click “Close” to go back to Outlook.</p>	 <p>The screenshot shows the 'Account Settings' dialog box with the 'Data Files' tab selected. The 'Add...' button is highlighted with a red box. The list shows 'Personal Folders' with filename 'Personal Folders(1).pst in H:'. The 'Close' button at the bottom right is also highlighted with a red box.</p>

Steps	Screen
<p>9. You should now see your mapped PST file on the Mail Folders in Outlook on the left panel.</p>	

1.6. GO System Log-off

It is very important to **Log Off** after using the GO system. Otherwise, the session will remain open in the system, tying up servers and blocking access for others, and possibly compromising security. There are **two important steps** to complete **Log Off**, as shown in **Step 1** and **Step 2** below. **Always “Log Off” using both of these two steps**, in the order and the manner shown.

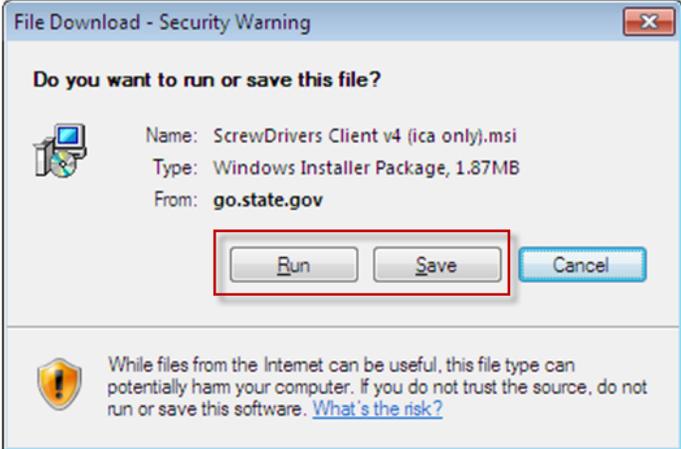
Steps	Screen
<p>1. First, to log out of the User Desktop, you <i>must</i> use the following method:</p> <ol style="list-style-type: none">1. Click on the Log off button in the Start menu (lower left).	 <p>A screenshot of a Windows desktop environment. The Start menu is open, showing a search bar and a list of programs. The 'Log off' button is highlighted with a red box, and a red circle with the number '1' points to it. The desktop background is blue with several icons for applications like Internet Explorer, Adobe Reader, and Microsoft Office. The taskbar at the bottom shows the Start button, a search bar, and the system tray with the time and date.</p>
<p>2. Second, to end your remote session, click on the “Log Off” button on the upper right, as shown in the figure on the right.</p> <div data-bbox="204 1350 602 1629" style="border: 2px solid red; padding: 10px; text-align: center;"><p>Always use the “Log Off” button to terminate a session.</p></div>	 <p>A screenshot of the Applications window in a remote session. The window title is 'Applications' and it shows a list of applications. The 'Log Off' button is highlighted with a red box. The window also shows a 'Main' section with 'Desktops (1)' and 'Applications (6)'. The desktops list includes 'User Desktop'. The applications list includes Adobe Reader, Internet Explorer, Microsoft Excel, Microsoft Outlook, Microsoft Powerpoint, and Microsoft Word. A hint at the bottom reads: 'Hint: Unable to find the resource you need? Use Search to locate it for you.'</p>

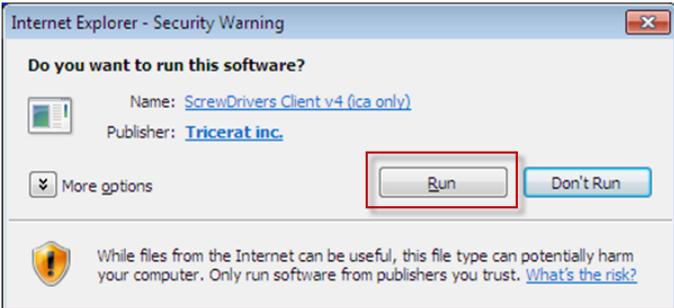
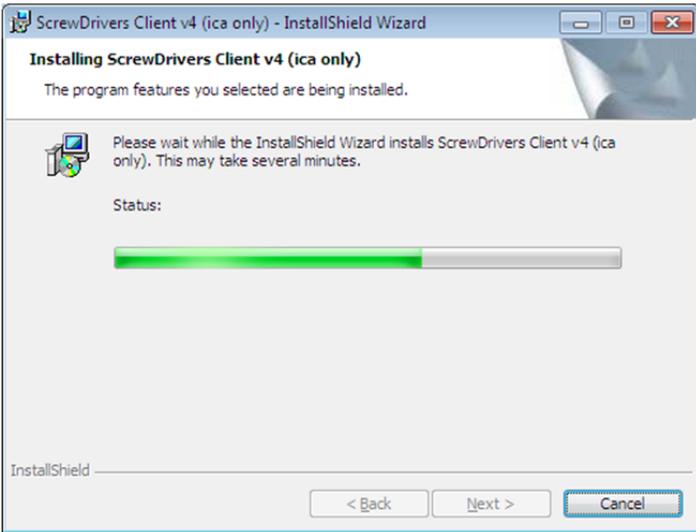
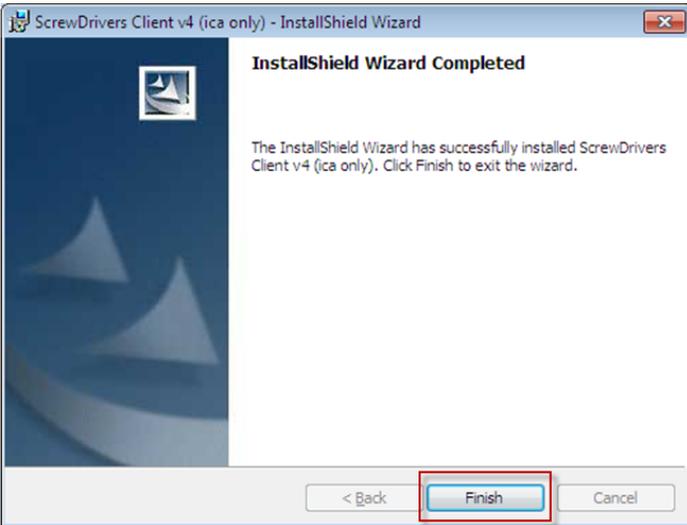
Steps	Screen
<p>3. The GO Home Page screen shown here is displayed to confirm the successful exit from the GO system.</p> <p>4. Close the GO Home Page, by selecting “Close Tab” from the File menu, or clicking the X in the upper right of the screen.</p>	 <p>For help, please contact the IT Service Center (ITSC) at 1-877-246-9493 if you need assistance after you have completed the installation steps as outlined in the GO Quick Guide.</p>

1.7. Install Printing Software

1.7.1. Install Printing Software for Windows

After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Windows-based computers from the same “Required System Setup” page. Printing software for Mac is discussed in Section 1.7.2.

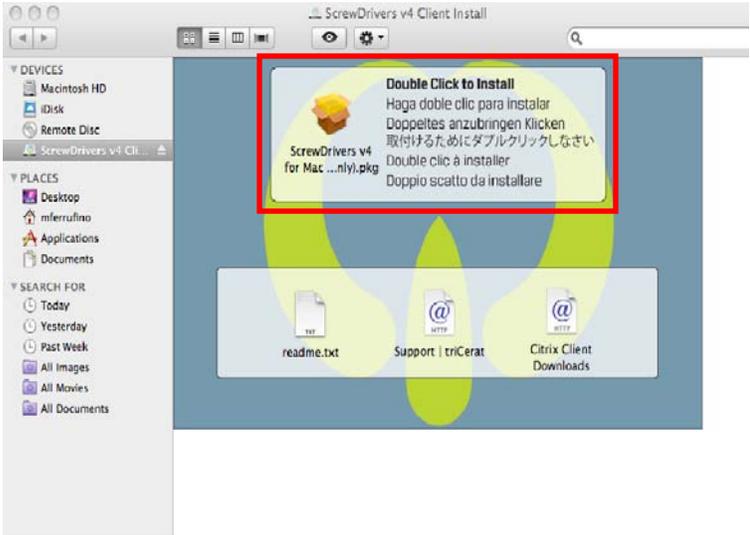
Steps	Screen
<p>1. When you bring up “Required System Setup” from the GO home page (http://GO.State.Gov), click on “Install Printing Software” under the Windows icon.</p>	
<p>2. When the “Do you want to run or save this file?” screen appears, first click on “Save” and “Save the ScrewDrivers Client” to your system locally, then click on Run.</p>	

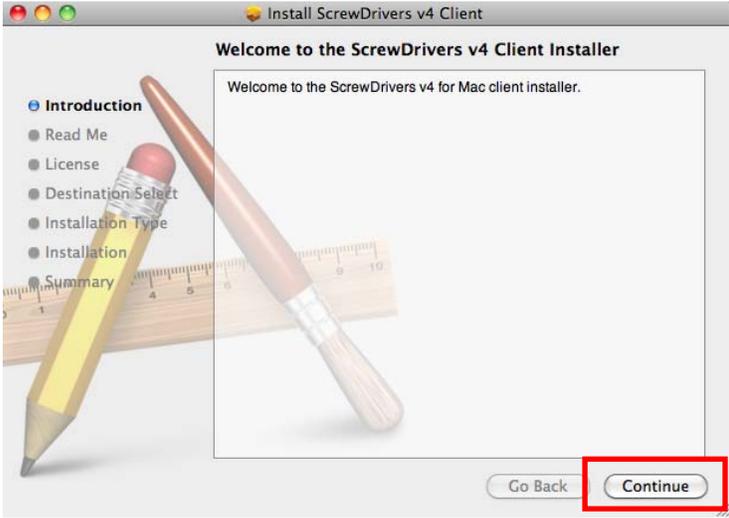
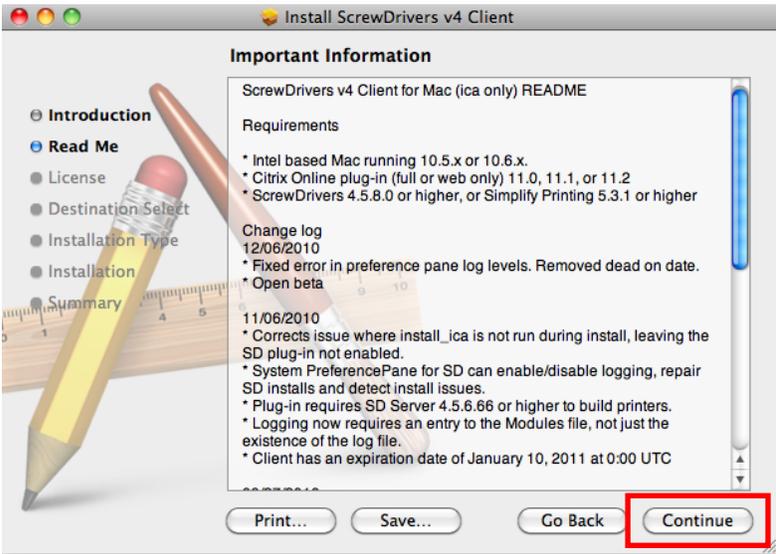
Steps	Screen
<p>3. When the “Run – Don’t Run” window displays, click on the “Run” button.</p>	
<p>4. The InstallShield Wizard will display a Progress screen.</p>	
<p>5. Confirm the installation by clicking on the “Finish” button.</p> <p>6. After finishing the installation successfully, printing is enabled in the GO system from the workstation.</p>	

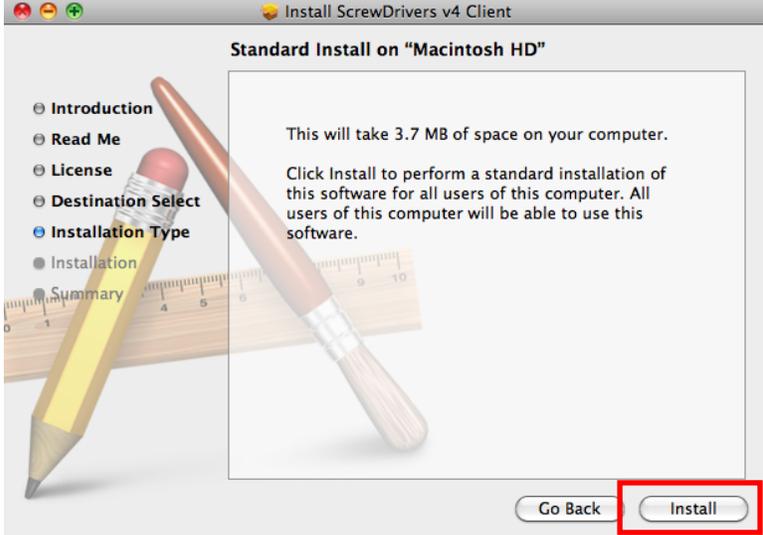
1.7.2. Install Printing Software for Macintosh

After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Macintosh computers from the same “Required System Setup” page.

NOTE: For complete instructions on using a Mac system to access GO, click on the following link: [“GO User Guide for Mac”](#).

Steps	Screen
<p>1. When you bring up “Required System Setup” from the GO home page (http://GO.State.Gov), click on “Install Printing Software” under the MAC icon.</p>	 <p>The screenshot shows the 'Required System Setup' page for the U.S. Department of State Global OpenNet. It includes a navigation menu on the left with 'Required System Setup' selected. The main content area lists system requirements and provides installation links for Windows and MAC. Under the MAC section, the 'Install Printing Software' link is highlighted with a red box.</p>
<p>2. Double click on the "Double Click to Install" box to install ScrewDrivers v4.</p>	 <p>The screenshot shows a Macintosh desktop with a window titled 'ScrewDrivers v4 Client Install'. The window displays a 'Double Click to Install' instruction box, which is highlighted with a red box. The instruction box contains text in multiple languages: 'Haga doble clic para instalar', 'Doppeltes anzubringen Klicken', '取付けるためにダブルクリックしなさい', 'Double clic a installer', and 'Doppio scatto da installare'. Below the instruction box, there are icons for 'readme.txt', 'Support triCerat', and 'Citrix Client Downloads'.</p>

Steps	Screen
<p>3. Click "Continue" to proceed beyond the Introduction window.</p>	 <p>The screenshot shows a window titled "Install ScrewDrivers v4 Client". The main heading is "Welcome to the ScrewDrivers v4 Client Installer". On the left, there is a navigation pane with the following items: Introduction (selected), Read Me, License, Destination Select, Installation Type, Installation, and Summary. The main content area contains the text: "Welcome to the ScrewDrivers v4 for Mac client installer." At the bottom right, there are two buttons: "Go Back" and "Continue". The "Continue" button is highlighted with a red rectangular box.</p>
<p>4. Click "Continue" again to proceed beyond the Read Me information window.</p>	 <p>The screenshot shows the same window as above, but now the "Read Me" item in the navigation pane is selected. The main content area is titled "Important Information" and contains the following text: "ScrewDrivers v4 Client for Mac (ica only) README". Under "Requirements", there are three bullet points: "Intel based Mac running 10.5.x or 10.6.x.", "Citrix Online plug-in (full or web only) 11.0, 11.1, or 11.2", and "ScrewDrivers 4.5.8.0 or higher, or Simplify Printing 5.3.1 or higher". Under "Change log", there are two entries: "12/06/2010" with two bullet points, and "11/06/2010" with four bullet points. At the bottom, there are four buttons: "Print...", "Save...", "Go Back", and "Continue". The "Continue" button is highlighted with a red rectangular box.</p>

Steps	Screen
<p>5. Click "Continue" to proceed beyond the End User License Agreement information.</p>	
<p>6. Select "Agree" to affirm compliance with the license agreement and continue with the installation.</p>	
<p>7. Click on "Install" to proceed with the installation.</p>	

Steps	Screen
<p>8. You will be prompted to enter your password to allow the Installer to proceed. Enter password and click "OK."</p>	
<p>9. If successful, the window shown here will display. Click "Close" to complete the installation.</p>	